

**Operational Status of Customer Service Call Centers
During Federal Government Closure
Attachment to April 2011 Electronic Announcement**

In the event of the closure of the federal government (more commonly referred to as a shutdown or furlough), there will be minimal impact on students, borrowers, schools, lenders and guaranty agencies. For information regarding the operational status of the various customer service call centers during a shutdown, see below.

Federal Student Aid Customer Service Call Center	Telephone Number	Status During Federal Government Closure
Campus-Based Call Center	(877) 801-7168	Open
COD School Relations Center		
• Direct Loans	(800) 848-0978	Open
• Grants	(800) 474-7268	Open
• Applicant Services	(800) 557-7394	Open
CPS/SAIG Technical Support	(800) 330-5947	Open
Default Resolution Group	(800) 621-3115	Open
Direct Loan Consolidation Center	(800) 557-7392	Open
eZ-Audit	(877) 263-0780	Open
Federal Student Aid Information Center	(800) 4-FED-AID	Open
G5 Hotline	(888) 336-8930	Open
Loan Servicing Centers for Schools		
• Department of Education Student Loan Servicing Center (ACS)	(866) 938-4750	Open
• Direct Loan Servicing Center – School Services	(888) 877-7658	Open
• FedLoan Servicing (PHEAA)	(800) 655-3813	Open
• Great Lakes Educational Loan Services, Inc.	(888) 686-6919	Open
• Nelnet	(866) 463-5638	Open
• Sallie Mae	(888) 272-4665	Open
Loan Servicing Centers for Students		
• Department of Education Student Loan Servicing Center (ACS)	(800) 508-1378	Open
• Direct Loan Servicing Center	(800) 848-0979	Open
• FedLoan Servicing (PHEAA)	(800) 699-2908	Open
• Great Lakes Educational Loan Services, Inc.	(800) 236-4300	Open
• Nelnet	(888) 486-4722	Open
• Sallie Mae	(800) 722-1300	Open
NSLDS Customer Service	(800) 999-8219	Open
Ombudsman	(877) 557-2575	Open
Research and Customer Care Center	(800) 433-7327	Closed
Total and Permanent Disability Processing Centers		
• Nelnet Total and Permanent Disability Servicer	(888) 303-7818	Open
• Veterans Disability Discharge Unit	(404) 974-9490	Open